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E.O. 12958: N/A
TAGS: [AADP](#) [ACOA](#)
SUBJECT: NASSAU SMART DEPLOYMENT EXIT CABLE

11. PURPOSE: To provide the SMART Program Management Office confirmation of Post's acceptance and installation status of the SMART Messaging Application at Nassau.

12. SMART Deployment Dates: 10/26/2009 - 11/6/2009

13. SMART Deployment Team

Jason Rock - SMART - Team Lead / Customer Service Specialist

Paul Converti - SMART - Consultant

Angus Goodson - SMART - Deployment Engineer

14. Post Advocacy Team

Roland Neiss - IMO

Sharmatie Baliram - IMS

James Swineford - Advocacy Team Lead / ISO

15. Operational Status

SMART messaging capability is fully operational on ClassNet and OpenNet. Messaging is operational for SMART Post-to-Post communications and SMART Post-to-Legacy communications. Post ClassNet and OpenNet users have been registered and provisioned. All users are successfully sending and receiving working emails, record e-mails and cables via SMART. Cable releasers on ClassNet and OpenNet have been provisioned with SMART Release Authority and are sending outgoing cables through the SMART form. TERP V remains operational and CableXpress remains in receive-only mode for message dissemination comparison and validation.

16. Deployment Overview

Post and SMART Deployment Team members completed all site preparation activities for ClassNet and OpenNet including installation of the SMART Client on the ClassNet Citrix server and ClassNet workstations, registration, provisioning of users, and activation of appropriate dissemination rules. Inbound and outbound SMART functionality and Search functionality was tested. The IMO and IMS served as the main advocates and early adopters during deployment, which proved to be beneficial for post user adoption of the new system. They assisted the SMART team by working with users to increase awareness and answer questions. Their activities included briefings to post management and staff, as well as desk side assistance and troubleshooting for ClassNet and OpenNet users.

a. Post Management Briefings: Post management was briefed with status updates pertaining to system deployment including cutover activities, and training schedules and status.

b. User Management: All users were successfully registered and

Post SMART Administrators successfully provisioned the users for their appropriate default User Roles. All cable releasers at post were registered and provisioned with release authority to send cables using SMART.

c. System Administration: The system administrators played a vital role in the deployment of SMART. They are very knowledgeable of SMART and showed enthusiasm in helping the users, the deployment team, and learning SMART systems. The system administrators are fully capable of provisioning user profiles with the ability to write custom rules to route traffic correctly.

d. Inbound Message Processing: SMART default roles and dissemination rules were accepted for use by Post SMART Administrators. Default dissemination rules were modified for post customization. The rules were activated and are working properly for the appropriate user roles. Dissemination results compare favorably with CableXpress and WebGram. The SMART Wizard was used for organizing the inbox to handle cables and record e-mails.

e. Outbound Message Processing: Users are able to create and send SMART working e-mails, record e-mails, and cables on ClassNet and OpenNet. Record e-mails and cables released on ClassNet are successfully sent to the Archive and unclassified messages disseminated to OpenNet. Cutover from TERP to SMART for cables on ClassNet was completed. Redirection of Post's OpenNet CLOUT to the CLOUT-SMART mailbox was completed. Web.PASS and the American Citizen's Services (ACS) were modified with the new CLOUT mailbox address. Other agency users with no access to Department networks successfully send cables via CLOUT, SMART. TERP V and CableXpress remain operational for receiving inbound legacy cables for comparison and troubleshooting purposes only.

f. SMART Archive Search: Archive messages sent from post are successfully stored in the Archive. Users can successfully retrieve archive messages meeting their search criteria from the Archive, save their searches, and use the Alert Me function to be notified of new cables and record e-mails sent to the archive, that match their search criteria.

g. Contingency Procedures: Post SMART Administrator and IPC staff were briefed on "TERP Rollback" procedures for contingency purposes.

17. Statistics

a. Post ClassNet users registered and using SMART: 34

b. Post OpenNet users registered and using SMART: 101

c. DoS SMART users: 83

d. Non-DoS SMART users: 18

18. Post Actions: Continue to work with users on fine-tuning dissemination rules and encourage use of templates for redundant cables.

19. SMART Actions: Continue to update posts on new functionality, enhancements, and fixed defects, i.e. PKI issues.

110. Additional Comments from IRM/SMART Team: The staff at Nassau was great to work with during our SMART deployment. Everyone was onboard with moving forward and adopting SMART as the new system for messaging. We feel confident the staff at Nassau is fully capable of using and maintaining the SMART system. We look forward to staying in contact with the staff and providing any support they may require in the future. We would like to thank everyone at Nassau for making this a great experience for our deployment team!

111. Post Comments: The SMART team of Jason Rock, Angus Goodson, and Paul Converti did a superb job of rolling out SMART at this post. When technical difficulties were encountered by them or brought to their attention, they immediately sought out resolutions and ensured that unresolved issues were brought to the attention of the SMART developers at Main State. They were always patient and professional in their contacts with new SMART users and responding quickly to all requests for assistance. The members of the SMART

team rapidly developed a rapport with the embassy's technical staff which made it easy to collaborate in the design of post's telegram

dissemination rules and other post-specific configurations, and they offered many helpful suggestions for the fine-tuning of the system. Jason Rock, Angus Goodson, and Paul Converti are welcome back anytime. Regards.

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